



**CITY OF HAWTHORNE
HUMAN RESOURCES DEPARTMENT
INFORMATION SYSTEMS ANALYST**

Classification Specification
(Classified)

JOB SUMMARY

The Information Systems Analyst is a working supervisor position that will be expected to both supervise subordinate staff and carry out similar duties. The Information Systems Analyst works under the director of the Information Services Manager or designee. Under supervision, performs system design functions, produces systems specifications and documentation; technical direction to staff in defining, developing, and maintaining a variety of business, municipal and/or public safety systems applications; identifies and develops solutions to complex problems with various operating systems, layered products enterprise applications and networking support as needed. Performs a variety of duties related to the implementation, integration, administration, upgrade, testing, support of enterprise and department applications and network equipment, and performs related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Information Systems Analyst. The duties included on this list are examples and are not intended to be all inclusive or restrictive.

- Plans, organizes and maintains all computer systems within the City, including data networks, public safety systems, and financial systems and land/GIS systems.
 - a) Works with and has a solid foundation for Tyler Munis, EnerGOV and land use systems.
 - b) Works with and administers Cisco Call Manager telecommunication systems.
 - c) Works with and administers Microsoft Exchange and related Microsoft hosted services.
- Research and evaluate solutions; recommends, plans, and assists with the procurement and implementation of applications, including equipment, systems, and other technology products to improve services and reduce cost.
- Acts as a Systems Administrator for the city computer systems, data networks, and internet technologies.
- May act as a project leader and provide work direction and training to ITS department employee, consultants/contractors
- Oversees personal computer (PC)/network support including suggesting appropriate purchases, developing installation procedures, monitoring vendor

- support, and providing any maintenance as required.
- Assists in long-range planning and short-term system implementation planning.
- Develops ITS department annual budget.
- Manages and recommends system backup procedures and disaster recovery.
- Works positively and constructively with users in a highly technical and demanding environment, functioning as subject matter expert and next level helpdesk support.
- Performs other tasks or functions deemed necessary to daily operations.

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Bachelor's degree from an accredited four-year college or university with a major in Information Technology, Public or Business Administration, or a closely related field, and
- Four (4) years of high-level experience in maintaining PC's, networks and software in a commercial or governmental environment.
- Must possess a working knowledge of personnel management.
- Valid certification in operating systems software including Cisco, Microsoft, and Tyler Munis.

Licenses, Certificate and/or Special Requirements

- A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.
- Related technical certification highly desirable (CCNA, A+, MCSA).

Knowledge, Skills, and Abilities

- In depth working knowledge of utilities, software, hardware and programming languages used by City.
- Working knowledge of the techniques of systems analysis, design and development, project scheduling and estimating, specific data processing equipment and operating systems currently in use by the City.
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- Ability to effectively provide technical direction by coordinating, assigning, inspecting, monitoring and appraising the work of others
- Ability to manage and maintain complex information systems.
- Ability to evaluate alternatives and make sound recommendations.
- Ability to evaluate and diagnose hardware and software errors and problems.
- Ability to communicate effectively orally and in writing.
- Ability to work cooperatively and effectively with departments' staff, users, fellow employees, and others.

- Ability to function independently as needed.
- Ability to work with sensitive & confidential data.
- Must be able to pass a complete background investigation.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, sit, walk, talk or hear, and uses a telephone and personal computer with a display for extended periods. The employee may stoop, balance, kneel, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. May be required to work shifts, weekends, and/or holidays and subject to call emergency call in.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet. Must submit to random drug testing in accordance with the City's drug and alcohol policy.

FLSA Status: Non-Exempt
Bargaining Unit: HMEA
Civil Service Status: Classified

Revised: November 2023
CSC Approved: November 16, 2023